

**METHOD, SYSTEM AND PROGRAM FOR INTEGRATED SERVICE**  
**MANAGEMENT**

ABSTRACT OF THE DISCLOSURE

Disclosed are a method, system program for providing equipment service data. The method includes the steps of creating a database containing a plurality of equipment service data elements, providing an access point for a user to access the database, verifying that the user is authorized to access the database, and providing access to the database over a secure network if the user is authorized to access the database. For example, the plurality of equipment service data elements comprise data elements regarding at least one of: sales, customer history, equipment history, warranties, service calls, preventive maintenance, repairs, spare parts, accounts receivable, and accounts payable. Also, preferably, the user comprises at least one of: a customer, a potential customer, and a franchisee.